

NH Medicaid Care Management Stakeholder Engagement

Purpose

DHHS Care Management Guiding Principles

9. Stakeholders will be engaged in the design, development and implementation of the system of care.

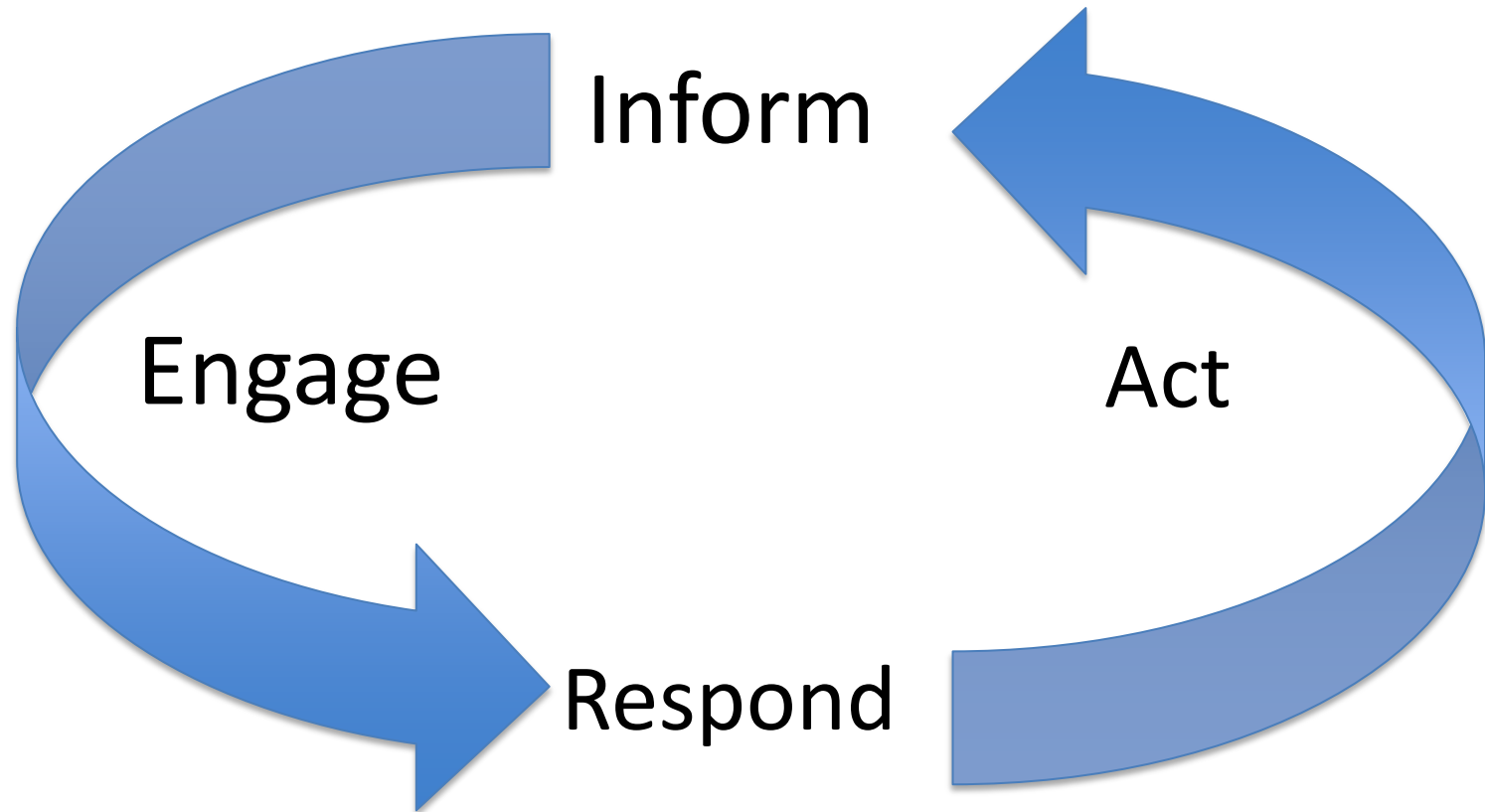
People want to be involved, not told;
served, not sold.

– Patrick Jackson

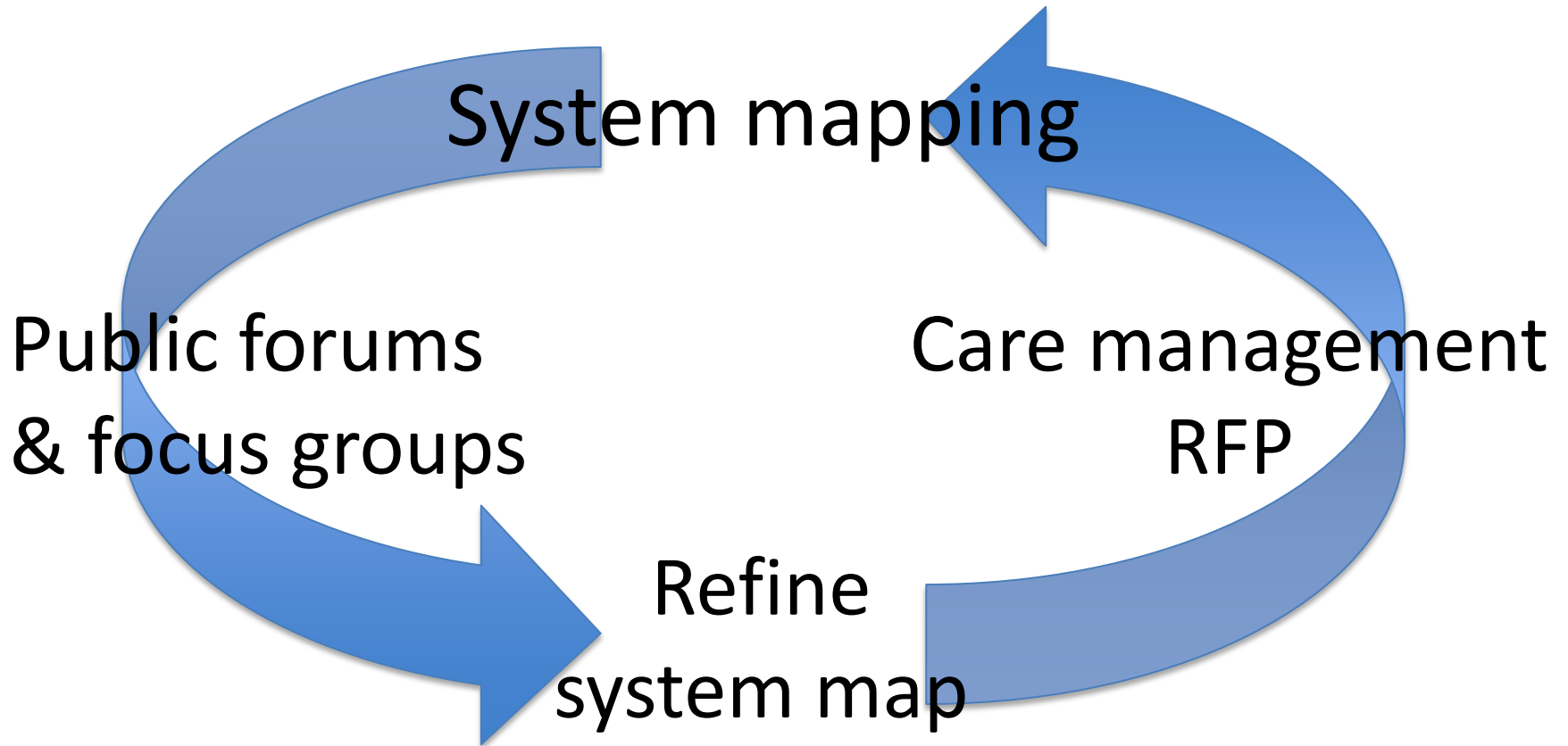
4 target stakeholder groups

- Consumers
- Families and caregivers
- Service providers
- Indirect stakeholders

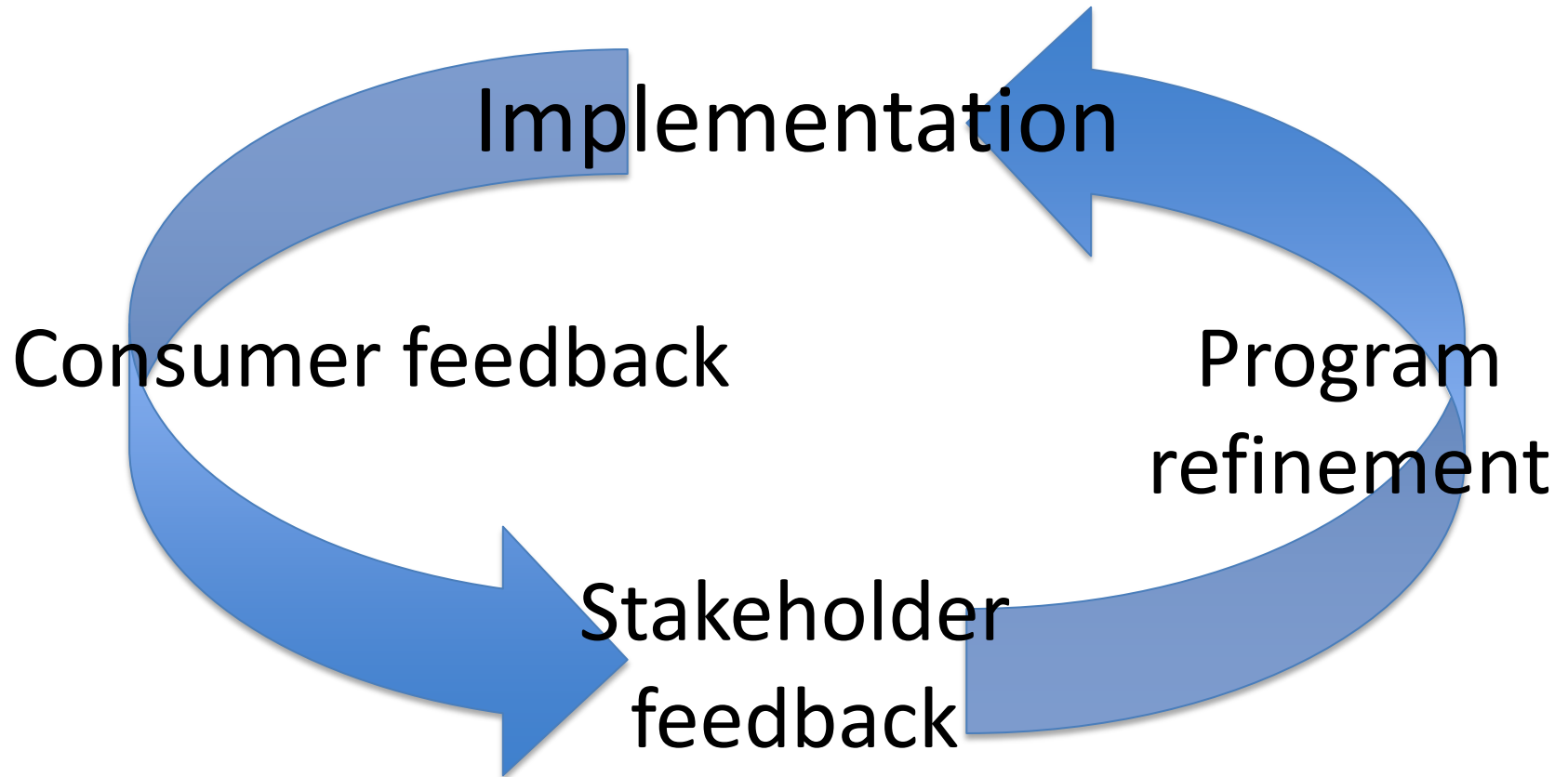
Stakeholder engagement strategy



NH Medicaid Care Management



NH Medicaid Care Management



Engagement plan

1. Initial systems mapping session.
2. Five regional forums for input on systems map.
3. Eleven facilitated consumer focus groups.
4. On-line tool for consumer/stakeholder input.
5. Solicitation of written input.

5 regional forums

September 12-30

- Keene – Keene Public Library, Sept 13, 2-4 pm
- Nashua – Nashua Community College, Sept 14, 6-8 pm
- Somersworth – Avis Goodwin, Sept 22, 10-12 pm
- Manchester – Manchester Health Department, Sept 23, 10-12 pm
- North Country – using Granite State Distance Learning Network, date TBF

Consumer focus groups

- Delivered in partnership
- Consumers grouped by primary identifier
- Trying to address diversity of NH
- Range of issues for each subgroup

Consumer focus groups

- People who receive TANF – 3
- Consumers with developmental disabilities – 2
- People with physical disabilities – 1
- Older people – 3
- People with mental health/substance abuse issues – 2

Tell me. I forget.
Show me. I remember.
Involve me. I understand.
– Ancient Chinese Proverb

System mapping

- Process that builds understanding of **how things work**
 - Currently
 - Ideal future

Goals for National Diabetes Strategy

1. Increase rate of diagnosing
2. Decrease prevalence
3. Decrease deaths from known cases

If this goes up

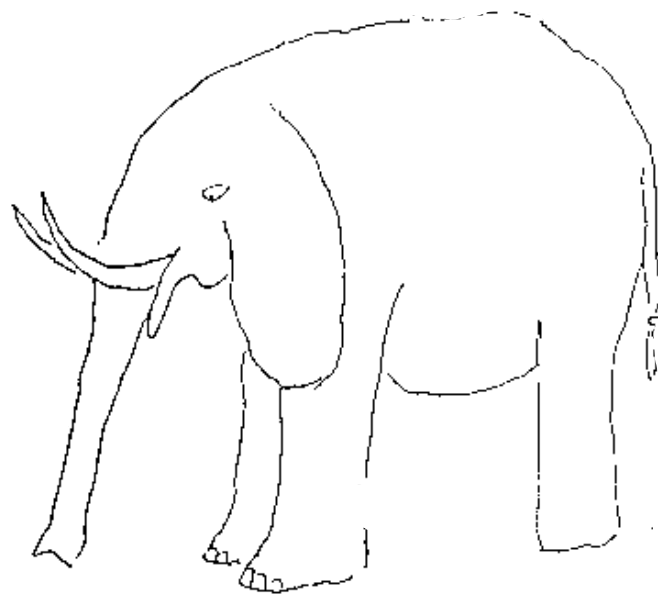
And this!!

So does this!

The goals are incongruent!

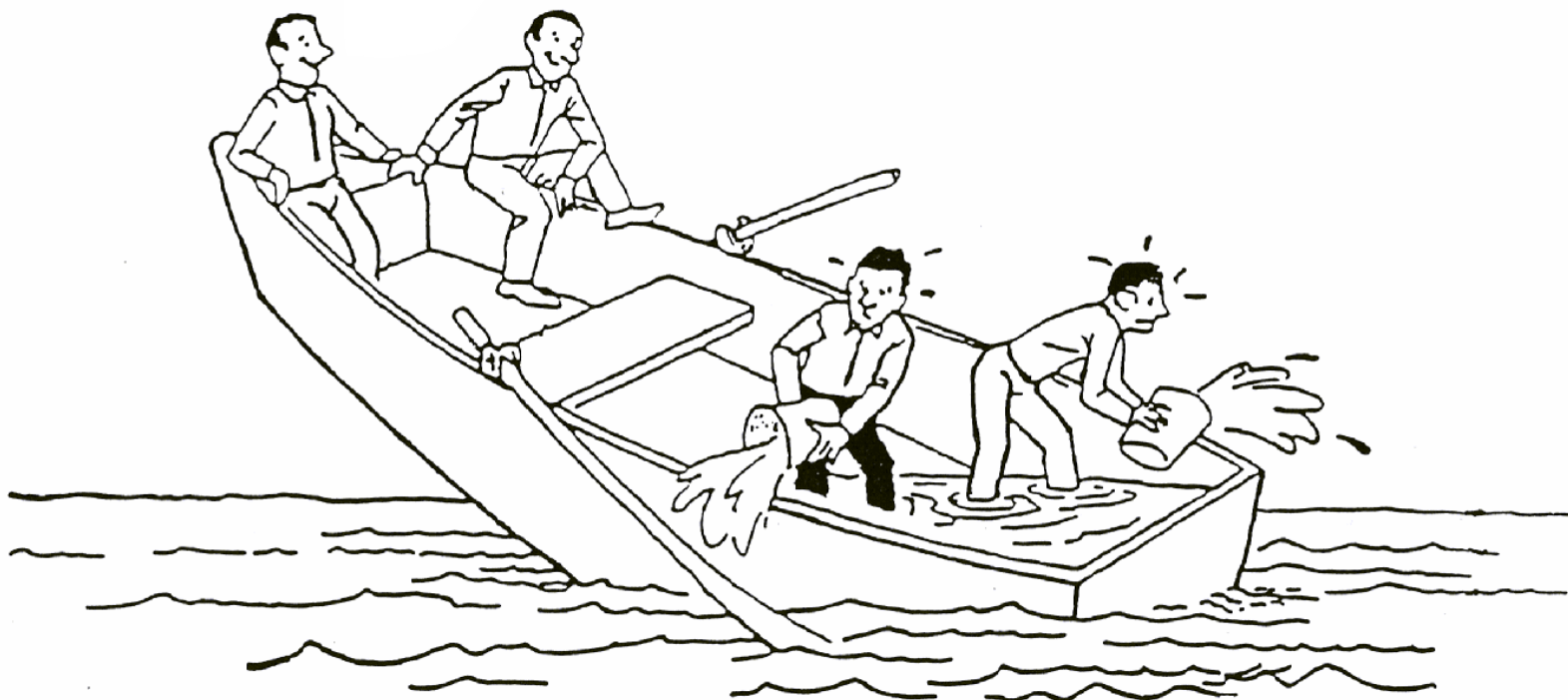
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- Elevated perspective **minimizes sub-optimization**

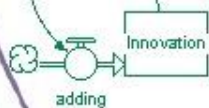


System mapping

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- Elevated perspective **minimizes sub-optimization**
- Focus for discussion: Visualization **reduces ambiguity** and **focuses on system**, not finger-pointing



Level of
State Funding



**Impacting
Communities**

**Impacting
the
Individual
Wallet**

**Impacting
Business**





- You
- Me

Residents
Doing
Well

Impacting
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Individual
Wallet

Impacting
Communities

Impacting
Business

Level of
State Funding





- You
- Me

becoming
at risk

Residents
Doing
Well



Residents
Receiving
Services

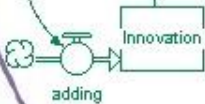
- Kids next door
- Neighbor
- In laws

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Level of
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in-home care
preventative medicine
therapies
services for children

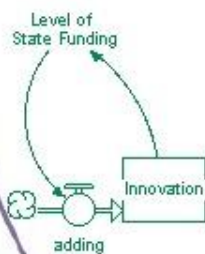


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PROPOSED CUTS INCLUDE

~~in home care~~
~~preventative medicine~~
~~therapies~~
~~services for children~~

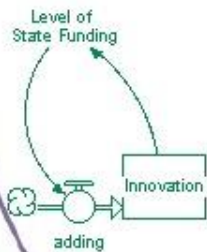


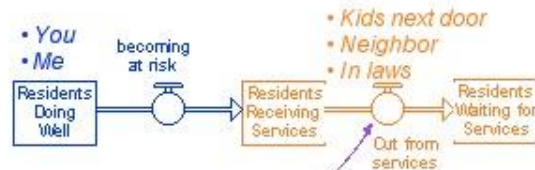
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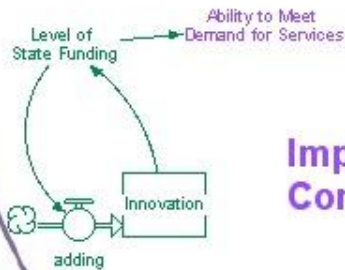




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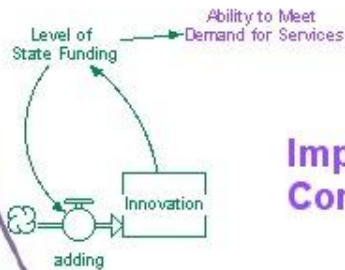
- Kids next door
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- Institutionalized
- Hospitalized
- Incarcerated

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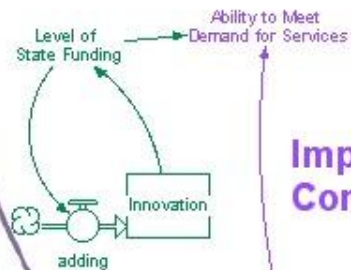




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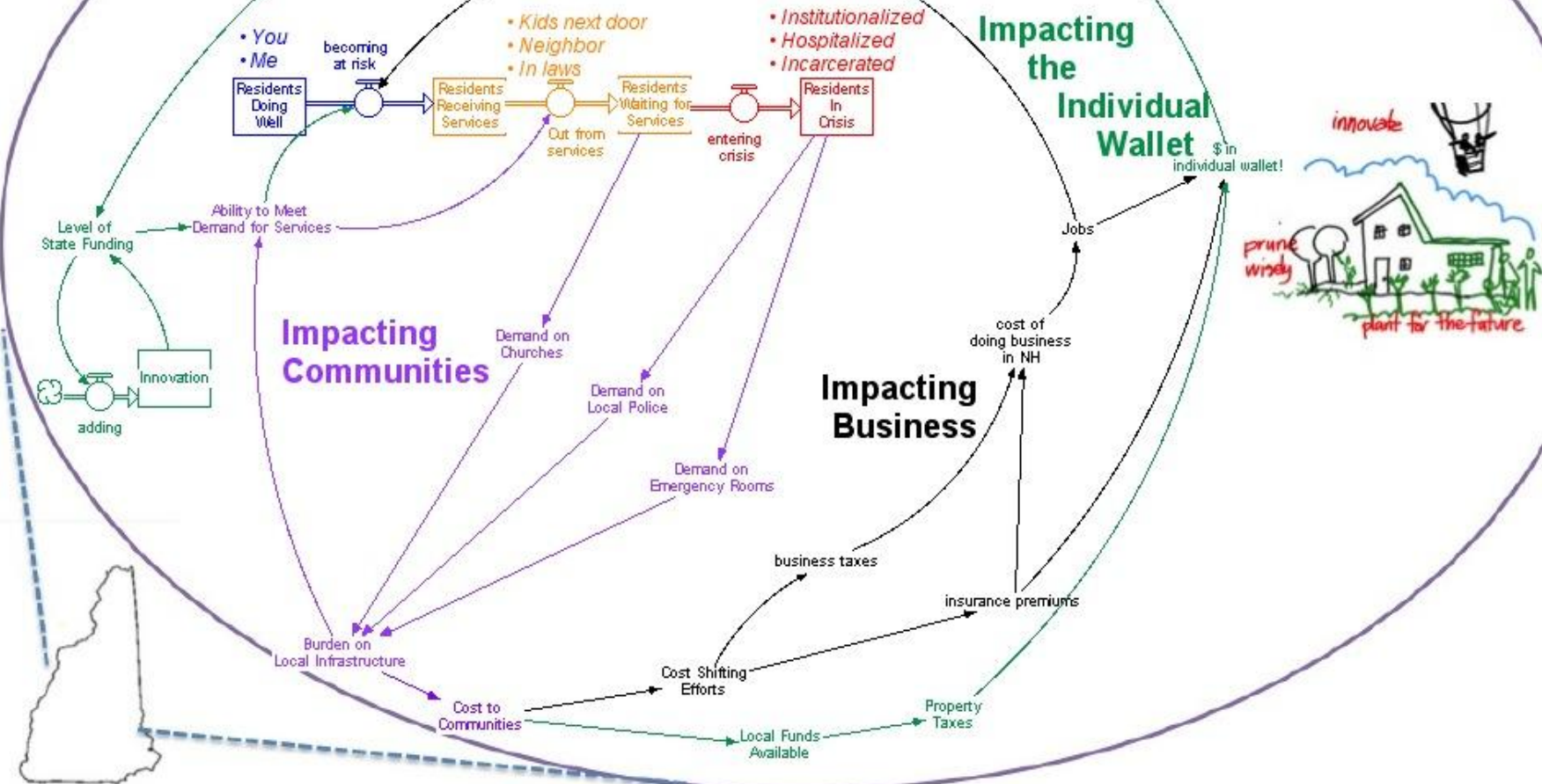
Demand on Churches

Demand on Local Police

Demand on Emergency Rooms

Burden on Local Infrastructure





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- Elevated perspective **minimizes sub-optimization**
- Focus for Discussion: Visualization **reduces ambiguity** and **focuses on system**, not finger-pointing
- Ongoing “**living document**”: Continue to improve over time as everyone learns together
- Identifies **unintended consequences**
- Provides **indicators** to **improve monitoring**

